

Suspended Claims

Historically providers were informed that Provider Relations/Support staff could not expedite a suspended claim until it had been in suspend status for at least 6 months. Due to improved CHAMPS efficiencies we will now assist in expediting your claim if it should suspend for more than 60 days.

To determine how long the claim has been suspended please review the [TCN Composition](#). Please use the [Claim Inquiry Function](#) to determine what Reason/Remarks codes have set.

If providers have claims that are suspended for more than 60 days from the date of submission they should send their list of TCN's with their Reason/Remark codes to the below email to have the claim(s) expedited. Please include in your email Subject: **Claim Suspend>60 days** and your provider type (ie: Hospital, DME, Practitioner, Skilled Nursing Facility etc.)

This **DOES NOT** include claims that are suspended for Predictive Modeling, there are established time frames for submitting documentation and claim review that may exceed the 60 day threshold.

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